



**All RESIDENT registration received prior to November 17** will be randomly processed beginning on December 1.

This allows all residents an equal opportunity to participate in our programs.

Non-resident registration will be processed beginning December 8.



**Mail, Fax & Drop-Off Registration** begins November 17, 2008.



**Walk-in Registration** begins December 15 and is open to both residents and non-residents on a first come, first served basis.

Mail, drop-off or fax your completed registration form to the facility where you are registering for the class. All Addresses and fax numbers are located at the beginning of each class section.

## 1. Review Activity Guide & Select Your Classes

Please note any class prerequisites such as age (as of the first day of class or activity), parental participation, additional fees, supplies or equipment you must provide.

## 2. Complete Registration Form

Please use ink to complete the form and PRINT legibly. Choose a second choice in the event your first choice is full. Mail, fax, or drop-off your registration form to the Community Center where the class is located, unless otherwise noted. E-mailed registration forms will NOT be accepted.

## 3. Non-Resident Fees

A "Resident" shall mean any person who resides or owns real property within the city limits of San José. Non-Residents of San José must pay an additional surcharge as listed next to the class.

## 4. Payment Options

The City of San José accepts cash (exact change appreciated), personal checks, Visa, Master Card and Discover for all courses, special events, and rentals. Make checks payable to: City of San José. Please include a separate check for each person or activity.

The City of San José will charge a processing fee for all checks returned by the maker's bank. The check return fee will be the current established City fee. As of July 2007 the fee is \$28. Participants may not be allowed to participate in any programs or activities or reserve facilities until the City receives full payment. When the class fee is paid by check, there is a 21-day waiting period before the refund will be processed. There may be a delay of up to 6 to 8 weeks for the refund to be mailed. Credit card refunds will be credited back to the original credit card account within one week of the City's receipt of the refund request.\*

*\*Fee Class Refund Policy:*

*Refund requests need to be made in writing, by phone, or in person at the facility where the class is held. Refunds will be given for each class cancellation received by the City at least 14 calendar days prior to the start of the program class. No refunds will be made for cancellations received by the City less than 14 calendar days prior to the start of the program or class. There will be a \$10 processing fee for each cancellation request. It may not be possible to refund the class materials charged by the instructor. When the class fee is paid by check, there is a 21-day waiting period before the refund will be processed. There may be a delay of up to 6 to 8 weeks before the refund will be mailed. Credit card refunds will be credited back to the original credit card account within one week of City's receipt of the refund request.*

## 5. Registration Procedures

All mailed, faxed or dropped-off registration will be treated in the same manner. You can mail, fax or drop off your registration anytime after November 17. Resident registration forms will be randomly processed starting December 1. Non-resident registration forms will be randomly processed starting December 8. Registration forms received after processing begins will be randomly processed with all other forms received that day. Walk in registration will begin on December 15 and is open to both residents and non-residents on a first come first served basis. Please note that many classes will fill prior to Walk-in registration. For more information, please call the center where you class will be held.

## 6. Mail or Fax

Please mail to the appropriate Community Center listed with the class information unless otherwise noted. For assistance please call 408-535-3570. If you fax, please do not also mail the Registration Form. You must include your credit card information on the faxed form for payment. The City is not responsible for lost/undelivered mail or illegible faxes.

## 7. Confirmation

If you enclosed a self-addressed stamped envelope, you will receive a confirmation in the mail approximately ten business days after we process your completed registration form.